

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148 Date Received JAN 11 2013 27-NOV-2012		Repository <input type="checkbox"/> Reference No. 10486255	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City		State	Zip Code				
COOKEVILLE		TN					
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).							
VEHICLE INFORMATION							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make	Model	Model Year	
JTDKN3DU1C5				TOYOTA	PRIUS	2012	
Date Purchased		Dealer's Name and Telephone Number			Engine:	Fuel Type:	
JUNE 30/2012		CUMBERLAND TOYOTA 931-526-5600			No: Cylinders		
Original Owner		Dealer's City		State	Zip Code		
<input checked="" type="checkbox"/>		COOKEVILLE		TN	38501		
Transmission Type		<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)	
		<input type="checkbox"/> Cruise Control				30-JUN-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 110000 ELECTRICAL SYSTEM					Failure Mileage	Failure Speed	
					7000	000	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE							
Tire Make		Tire Model (Name or Number)			Tire Size (Example P215/65R15)		
DOT No. (Example: DOTMAL9ABC036)		<input type="checkbox"/> Original Equipment	<input type="checkbox"/> Prior Repair	Failure Location:			
Tire Component Code					Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:					
Child Seat Component Code:		Failed Part:					
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)							
Crash	Fire	Number of Persons Injured		Number of Deaths	Reported to Police		
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0		0	N		
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).							
TL* THE CONTACT OWNS A 2012 TOYOTA PRIUS. THE CONTACT STATED THAT THE NAVIGATION WOULD STOP SPEAKING TO HIM WHEN ENTERING A CERTAIN AREA. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE FAILURE COULD NOT BE REPLICATED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT CONTACTED ABOUT THE FAILURE. THE FAILURE AND CURRENT MILEAGES WERE 7,000.							
GETTING WITHIN 3 MILES OF DESTINATION. ALSO FAILED ON NEW PRIUS AT DEALERSHIP THE SAME WAY. CALLED TOYOTA CARE (1-27-12 1-800-331-4331 OPEN CASE # 1211272269. CALLED BACK 1-3-13 THEY SAID CASE CLOSED BECAUSE NAVIGATION SYSTEM WAS DESIGNED TO WORK THAT WAY. SEE ATTACHED SHEET FOR ADDITIONAL INFORMATION.							
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.				ATTACH ADDITIONAL SHEETS IF NECESSARY			
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.							

[REDACTED] [REDACTED]  
Issue

Toyota Prius 2012 Navigation Safety

I feel this is a safety issue and an accident can happen if I use the factory installed navigation. When I use by entering a destination address and start driving the navigation system shows a highlighted route on dash mounted display and gives turn by turn auditable instruction. When I get within about 3 miles of destination the system stops giving auditable directions. To get to destination I must take eye off of the road and look down at the map display to know where to turn. By taking my eyes off of the road I could lose control of the car and a have serious accident harming myself or other drivers. This is the same action taken while texting when driving (taking your eyes off the road to do a task) which is illegal in most states and causes great loss of life. Toyota dealer could replicate this condition on my car and could replicate this problem on new Prius at dealership. I opened case #1211272269 with Toyota Corporate USA phone 1-800-331-4331 on 11-27-12 about problem with navigation system. Called them back on 1-3-13 for update and they said case was closed because that was the way the navigation system was designed to operate. I have a \$99. Garmin GPS and it gives auditable turn by turn to destination. People will have accidents and lose lives if this problem is not corrected. I conveyed this message to Toyota Corporate , they did not seem interested. An auto maker should be able to install a device in a auto that in order for me to use I have to take my eyes off the road.

[REDACTED]  
1-3-13

CUSTOMER #: 528751

2 8 1 3 1 0

CUMBERLAND TOYOTA

1540 INTERSTATE DRIVE  
COOKEVILLE, TN 38501  
931-526-5600

\*INVOICE\*



COOKEVILLE, TN

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HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 340 ARI SKLAVENTITIS

PC SPECIAL	12	TOYOTA PRIUS	JTDKN3DU1C5			7002/7002	TDRY
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN12 DD			20:00 26NOV12		0.00	CASH	27NOV12
R.O. OPENED		READY	OPTIONS: STK:9211350 DLR:41050 ENG:2ZR5461989				

09:10 26NOV12 14:02 27NOV12

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER SAYS THAT THE NAV SYSTEM WILL STOP GIVING VERBAL DIRECTIONS AND WON TELL WHAT TO DO IF CUSTMER MISSES TURN AND ONLY SAYS RECALCULATING MISC CHECKNAVIGATION SYSTEM TO CUSTOMER ROUTES. CONFIRM CUSTOMER CONCERN/REPORT TO TOYTAT TECH MAP ISSUES AND TEST WITH NEW PRIUS/							
				289	ISP		(N/C)
MISC VIBRATION AT 65 MPH/ BALANCE TIRES AND RECHECKS OK							
				289	ISP		(N/C)
PARTS:		0.00	LABOR:		0.00	OTHER:	0.00
						TOTAL LINE A:	0.00

7002 TEST ALL DESTINATIONS THAT CUSTOMER HAS CONCERNS WITH IN A NEW PRIUS ALL CONCERNS SHOWS UP ON THE SAME NAVIGATION REPORT MAP ISSUES TO TOYOTA AND TOYOTA HAS SAID THAT THE NAVIGATION IS OPERATING AS DESIGNED AT THIS TIME RETURN PRIUS TO CUSTOMER

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**DISCLAIMER OF WARRANTIES**

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY